


## RECORDhub FAQ Questions and Answers

Topic	Question	Answer
General Information	What is RECORDhub?	RECORDhub is a comprehensive and flexible search portal servicing Cott Systems' clients. It provides a "one stop" searching and commerce experience for searchers across the country. Indexing data and images from Cott's Land Records Management solutions are accessible via subscriptions established by each judicial organization, with one convenient shopping cart location and the convenience of one user profile to manage all your search transactions.
General Information	What is the difference between RECORDhub and the government office search?	The individual government office search is accessible to the public user who is visiting either the government office's physical location or the government office's website and accesses their search directly. Access to only that government office's data and images will be provided in that experience. Depending upon the site, free access to images and data might only be available when searching directly from the government office's website. RECORDhub provides an entry point and user profile that allows a searcher to access multiple government offices' data and images and manage the transactions from within one user profile. Any access that requires payment for search or printing will be accomplished via RECORDhub. One shopping cart experience streamlines the process and offers a more concise accounting for any and all search or print transactions that occur.
General Information	How do I view previous purchases (receipts)?	Log in to RECORDhub. Click your name appearing in the upper right corner of the page and then click <b>Profile</b> . Scroll down to the Receipts panel, locate the receipt, and then click the <b>View Detail</b> icon for that receipt. To download or print a purchase click the icon next to the item in the Cart Detail panel. You can do this for up to 14 days from the purchase date. Receipts can be printed any time by clicking the Print Receipt button.

		Although purchased images can be reprinted for a time, reprinting the results from the initial search (Search Results page) cannot be reprinted as the results may change too frequently and no longer be accurate.
<b>Subscriptions</b>	Do I need a subscription to search?	Some sites may offer a complimentary no-cost search. However, it may have limitations. You may be required to purchase a subscription to download or print a document or even to view an image.
<b>Subscriptions</b>	How do I purchase a Subscription?	Login to RECORDhub and click the <b>View Search Sites</b> button. Locate the site you wish to search in. Click the <b>Select Plan</b> button or click the site name link and then click the <b>View Pricing Plans</b> button. When the purchase plans display, click <b>Add to Cart</b> for the desired plan or if available, click <b>Search Now</b> if you prefer the Pay as you Go plan.
<b>Subscriptions</b>	How do I renew my subscription?	RECORDhub will send you a reminder 5 days prior to your subscription expiration. You may purchase a renewal subscription then or wait until your subscription expires.
<b>Subscriptions</b>	How do I cancel my subscription?	Contact Cott Systems by clicking the <b>Contact Us</b> link at the bottom right corner of the page to request a cancellation.
<b>Subscriptions</b>	How do I see my current subscriptions?	Log in to RECORDhub. Click your name appearing in the upper right corner of the page and then click <b>Profile</b> . Initially only active subscriptions display in the Subscriptions panel. To see both active and inactive subscriptions, click the <b>Include Inactive Subscriptions</b> check box. Icons in the Action column allow you to view the receipt associated to the subscription and view the pricing plans for the subscriptions.
<b>Prepaid Accounts</b>	What is a prepaid account?	Prepaid accounts allow you to deposit funds in advance and then debit any purchase fees from the account. It is a convenient way to pay for purchases without using a credit card. If you are purchasing a subscription with a plan that charges by the minute, a prepaid account will be required in order to pay for any overage minutes.
<b>Prepaid Accounts</b>	How do I add money to my prepaid account?	Log in to RECORDhub. Click your name appearing in the upper right corner of the page and then click <b>Profile</b> . In the Prepaid Account Balance panel, click the <b>Add Funds</b>

		icon (the + icon). Type the dollar amount you wish to add and then select the credit card you have on file. If you don't have an account on file, click the <b>New Payment Method</b> button and add a credit card account to make the payment.
<b>Credit Cards</b>	Can I pay for items with a credit card?	Yes. You can add a credit card in one of two ways; (1) click the <b>New Payment Method</b> button during the purchase process or, (2) log in to RECORDhub, click your name appearing in the upper right corner of the page, and then click <b>Profile</b> . Click the <b>Add Payment Profile</b> icon (the plus sign) and enter your credit card information.
<b>Credit Cards</b>	Can I view my credit cards on file?	Yes. Log in to RECORDhub, click your name appearing in the upper right corner of the page, and then click <b>Profile</b> . All accounts will appear in the Accounts on File panel on the page.
<b>Credit Cards</b>	Can I set up a default credit card?	You can setup multiple credit cards. Each credit card will appear for selection during the purchase process.
<b>Credit Cards</b>	How do I remove a credit card?	Log in to RECORDhub, click your name appearing in the upper right corner of the page, and then click <b>Profile</b> . Click the <b>Trash Can</b> icon beside the account you wish to delete and then confirm the delete when prompted.
<b>Documents &amp; Associated Images</b>	Why can't I view images on the document?	There are three scenarios of why images might not be available; (1) the site restricts image viewing, (2) the specific index type you are searching restricts image viewing, or (3) the site requires that you purchase a subscription that grants permission to view images.
<b>Searching</b>	How do I search for documents?	Login to RECORDhub and click the <b>View Search Sites</b> button. Locate the site you wish to search in. If you have a subscription to the site, click the <b>Search</b> button. Otherwise, click the <b>Select Plan</b> button or click the site name link and then click the <b>View Pricing Plans</b> button. When the purchase plans display, click <b>Add to Cart</b> for the desired plan or if available, click <b>Search Now</b> if you prefer the Pay as you Go plan. If you purchased a subscription by adding to cart, proceed to cart and apply the payment. Once you have

		<p>purchased the subscription, or if you clicked <b>Search Now</b>, you can begin searching by typing the criteria you are looking for and then press <b>Enter</b>, or click the <b>Magnifying Glass</b> icon.</p>
<b>Purchases</b>	How do I purchase images?	<p>With the image displayed, click the <b>Print</b> icon on the top task bar and select one of the print options. If desired, you may enter a reference to associate to the purchase. Next, click the <b>Add to Cart</b> button to pay later or click the preferred payment method. If you do not have a payment method created, you can click the <b>New Payment Method</b> button and add a credit card or bank account.</p>
<b>Purchases</b>	How do I reprint purchased images or reprint a receipt?	<p>Log in to RECORDhub. Click your name appearing in the upper right corner of the page and then click <b>Profile</b>. Scroll down to the Receipt History panel. Locate the receipt and click the <b>View Receipt</b> icon . Click the <b>Print</b> icon next to the cart item or to print a receipt, click the <b>Print Receipt</b> button and then click the <b>Print</b> icon at the bottom of the PDF. Purchases are available for download or reprinting for up to 14 days from the purchase date.</p>
<b>User Profile</b>	How do I modify my personal information?	<p>Log in to RECORDhub. Click your name appearing in the upper right corner of the page and then click <b>Profile</b>. Click the <b>Edit</b> icon in the Profile panel, make the necessary changes, and then click <b>Save</b>.</p>
<b>Password</b>	What if I forgot my password?	<p>Click the Forgot Password link. Enter your User ID (email address) and click <b>Continue</b>. Check your email for the verification code number. Enter the verification code and press <b>Continue</b>. Enter a new password, confirm it, and then press <b>Reset Password</b>.</p>